



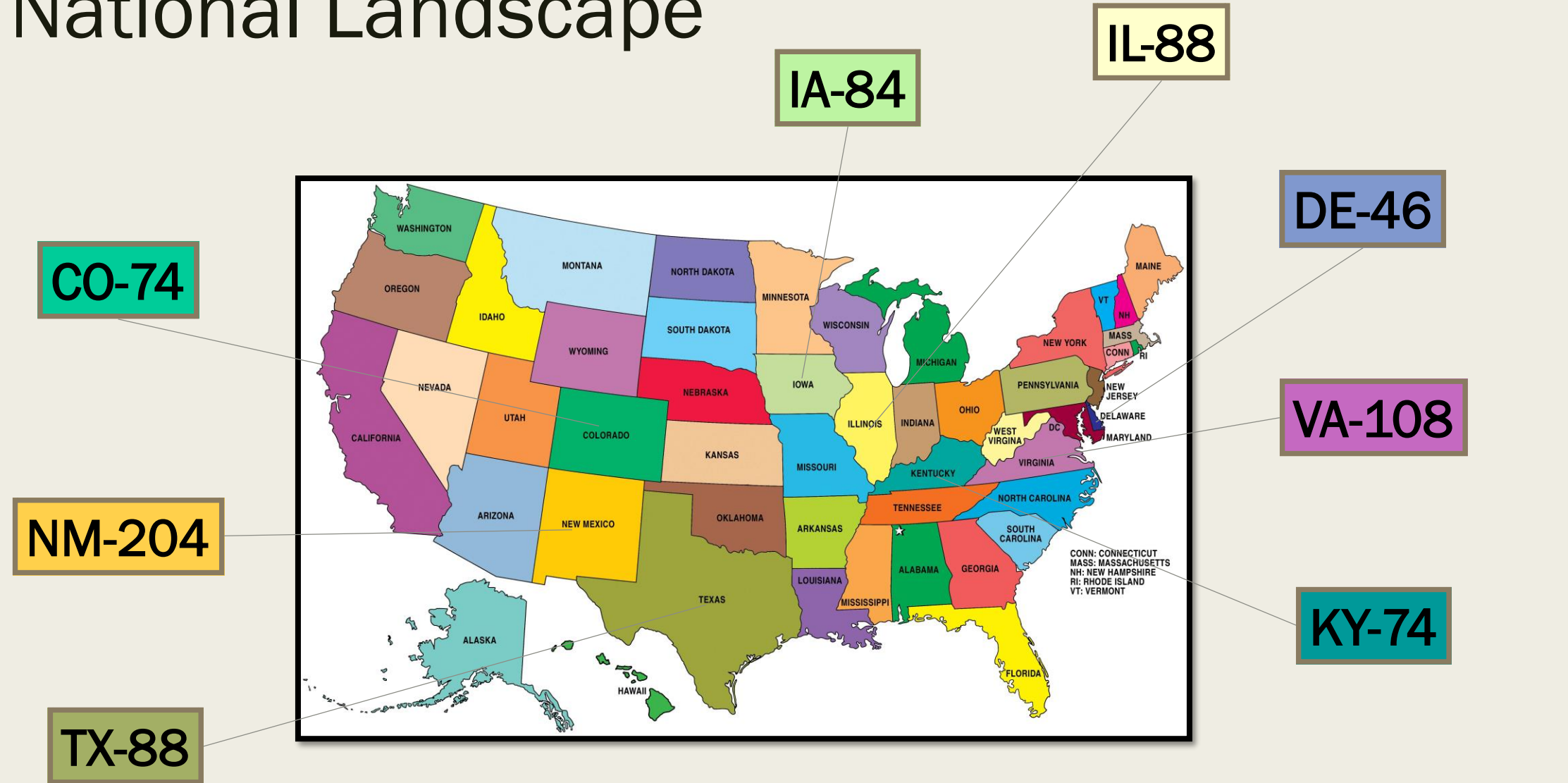
SERVICE COORDINATION ACTIVITIES ACROSS THE NATION

What Did We Learn?

National Service Coordination Institute 2017



National Landscape



SCs (62%) EI Providers (29%) Administrators/Supervisors (26%)

National Landscape

- All areas averaged “strong”
- Strongest: *Informing families about rights/safeguards*
- Least strong: *Coordinating funding sources for services*

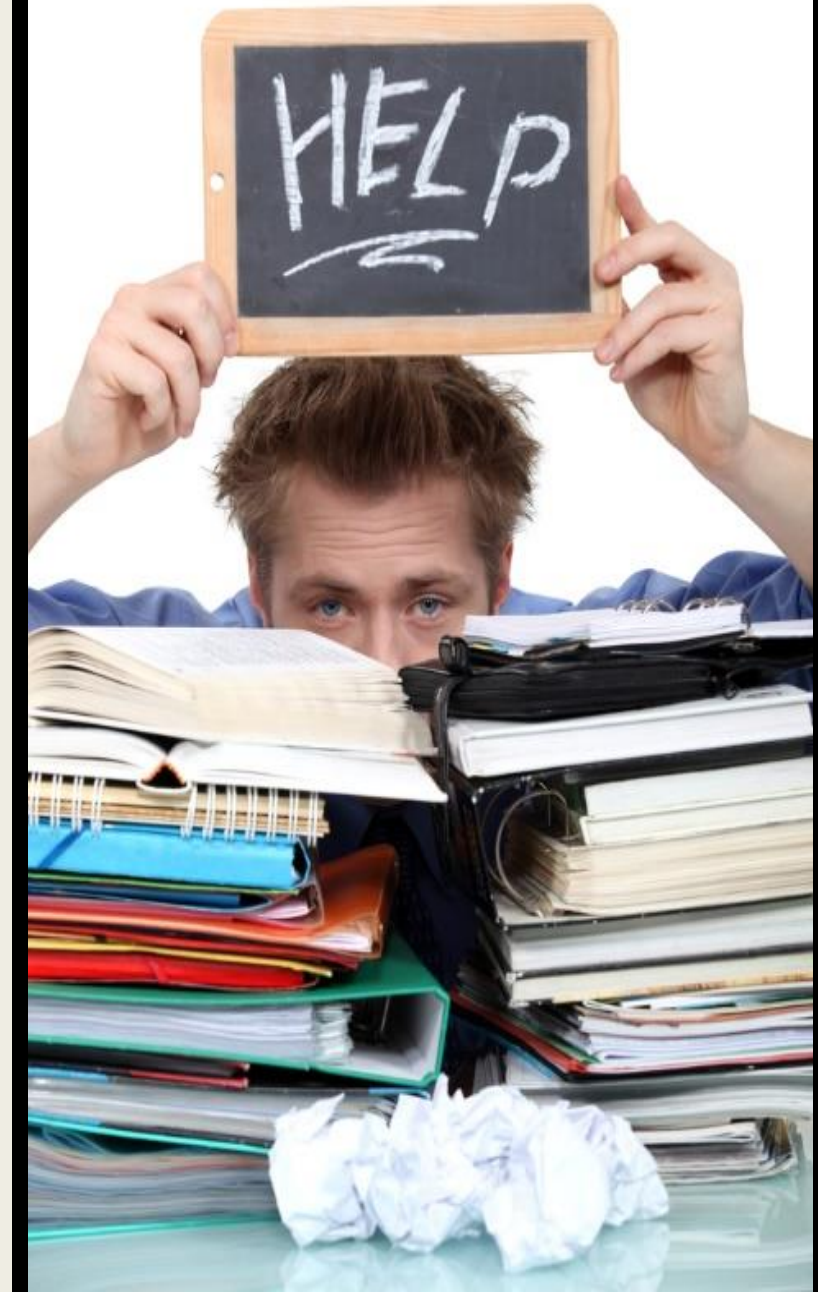


- Need reduced numbers of families served per SC
- Need higher pay and reimbursement rates
- Challenges with retaining qualified staff
- Need more/better training

National Landscape

If they had a magic wand, they would:

- *Balance the workload*
- *Increase training opportunities*
- *Increase compensation and funding*
- *Increase networking opportunities*
- *Elevate the profession of SC, increase respect and value*
- *Have adequate time to support families*
- *Address technology needs*



Landscape: VIRGINIA

Overview of State's Early Childhood Intervention & Service Coordination Systems

- Lead agency: Dept. of BHDS
- Serving families (0-3) with qualifying delays, disabilities, atypical development
- SCs “in-house” using both blended and dedicated models
- Must be state-certified and meet minimum education requirements
- Required initial SC training program

Summary of National Survey Data & Challenges

- Key Themes:
 - *Need more training specific to SC*
 - *Reduced # of families served*
 - *Need more service providers*
- Two challenges (1-ECI system, 1-SC)
 - *Complicated processes*
 - *Balancing workload with providing quality SC and team leadership*

Landscape: COLORADO

Overview of State's Early Childhood Intervention & Service Coordination Systems

- CDHS - Lead agency
- Serving families with children birth until third birthday with developmental disabilities or delay's
- SC – Employed by local Community Centered Boards (20)
- SC – Competencies and minimum qualifications
- SC – Initial training with workbook

Summary of National Survey Data & Challenges

- Training needs
 - *Local sustainability with training*
 - *Options for face to face trainings*
- Two challenges
 - *Evaluations (2 different lead agencies)*
 - *Requirements of the programs (providers and SCs)*

Landscape: IOWA

Overview of State's Early Childhood Intervention & Service Coordination Systems

- Lead Agency – Iowa DE
- Families (0-3) with qualifying eligibility criteria.
- Employed by contracting agencies. Dual role and designated models.
- Variety of education levels/backgrounds.
- Service coordinators are trained in-service only.

Summary of National Survey Data & Challenges

- Community partners
- Dedicated 0-3 support services
- Re-brand; market
- Two challenges
 - *Inconsistent SC system across state*
 - *Not enough time for networking/PD*

Landscape: KENTUCKY

Overview of State's Early Childhood Intervention & Service Coordination Systems

- Lead Agency- Cabinet for Health and Family Services
- Serving families of infants and toddlers (b-3) with significant developmental delays and established risk conditions.
- SCs “employed” by 15 Point of Entry offices using the dedicated model of service delivery.
- SC qualifications: Bachelors + 2 years experience
- SC – Required trainings per agency contract and 6 additional hours per year

Summary of National Survey Data & Challenges

Key themes: low pay, high caseload, provider shortages, lack of resources, hearing screening delays, more consistent local-level training

- Two challenges:
 - *ECI system- The State Lead Agency has limited capacity to provide oversight at the local level.*
 - *SC- How to motivate underpaid and overworked staff.*

Landscape: TEXAS

Overview of State's Early Childhood Intervention & Service Coordination Systems

- Lead Agency: Texas Health and Human Services-Early Childhood Intervention (ECI)
- Serving 0-3 with delays, qualifying medical diagnoses, auditory or visual impairments
- ECI has contracted agencies which are blended or dedicated
- Bachelor's w/at least 18 credit hrs. in ECD and complete FCCM Module
- 3 hrs. Ethics training every 2 yrs. & 3 hrs. case management training yearly

Summary of National Survey Data & Challenges

- ECI Providers want more training, increased marketing, quality referrals, would like a transition coordinator, & better communication between ECI & LEA's.
- Funding is a major challenge. SCs caseloads are too high and their pay is too low.

Landscape: NEW MEXICO

Overview of State's Early Childhood Intervention & Service Coordination Systems

- ECI – NM Dept. of Health (FIT-Family Infant Toddler program)
- ECI – Serve infants and toddlers, birth to age 3 with DD (including at-risk/med./bio/environmental)
- SC – 32 individual programs that contract with NMDOH and 2 state schools (NMSD and NMSBVI) using dual-role (FSC/DS) and dedicated FSC
- SC – Bachelors degree in SW, Counseling, Psych, Spec. Ed., Nursing or EC (waiver and/or experience can be substituted)
- SC – Online and face to face SC training and other content specific training (IFSP, RBI, CME) are available but not required

Summary of National Survey Data & Challenges

Key themes and challenges:

- ECI system-not enough qualified therapists/people,
- Rural nature of our state makes service delivery challenging,
- SC feel that they don't receive sufficient training and preparation for their job,
- More outreach and awareness of NM FIT
- Limited funding

Landscape: Delaware

Overview of State's Early Childhood Intervention & Service Coordination Systems

- Lead Agency- Delaware Department of Health and Social Services
- Serving families (0-3) with qualifying delays, disabilities, atypical development
- FSCs are housed in CDW North and South, utilizing a blended model
- FSCs- meet minimum education requirements
- FSCs- initial orientation, professional development offerings

Summary of National Survey Data & Challenges

- Key themes, training needs, etc.
- Two challenges (1- ECI system, 1- SC)

Landscape: ILLINOIS

Overview of State's Early Childhood Intervention & Service Coordination Systems

- Lead agency - DHS
- ECI – Serving families (0-3) with qualifying delays, medical diagnosis, or at risk conditions
- SC – Dedicated Model with additional supports (SEC, PL, TA), 25 Regional POE's with varying fiscal agents
- SC – Bachelor's in human service or related field
- SC – Required blended SC training, EI system training, family assessment to obtain temporary SC credential, full credential once 120 CE's are completed

Summary of National Survey Data & Challenges

- Key Themes
 - *Lower Caseloads/Higher Pay*
 - *Digital Data System – streamline paperwork, scheduling, & collaboration*
- Two challenges (1- ECI system, 1- SC)
 - *Inconsistencies & Competition across POE's & Providers (Incentives/Vendor Model)*
 - *Retaining Qualified Staff*

What did
we learn?

